

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In the application of : McCORMACK, Tony et al.
Serial No. : 10/645,438
Filed : 21 August 2003
For : Management of queues in contact centres
Examiner : CHEA, Philip J.
Art Unit : 2453
Confirmation No. : 7992

EXTENSION OF TIME

Honorable Director of Patents and Trademarks
P.O. Box 1450
Alexandria, VA 22313-1450

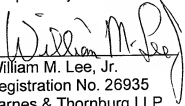
Dear Sir:

In accordance with the provisions of 37 C.F.R. §1.136, the applicant hereby petitions for an extension of time of three months. Response will therefore be timely if filed with the Patent and Trademark Office no later than September 4, 2010.

In accordance with the provisions of 37 C.F.R. §1.17, the required fee of \$1,110.00 should be deducted from Deposit Account No. 141315.

September 3, 2010

Respectfully submitted,



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